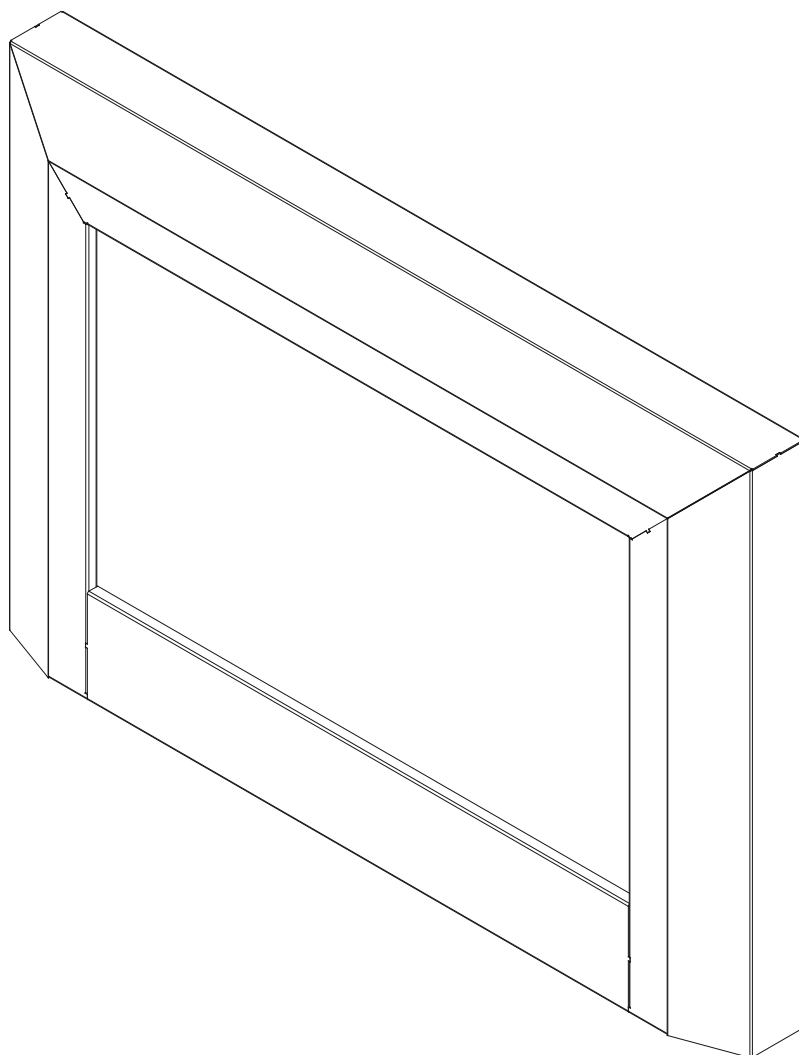




Better solutions through innovation



# Service Manual

**Model**  
**EWF-SS**  
**RWF-DG**

**UL Part Number**  
**6903950300**

**IMPORTANT SAFETY INFORMATION:** Always read this manual first before attempting to service this fireplace. For your safety, always comply with all warnings and safety instructions contained in this manual to prevent personal injury or property damage.

**Dimplex North America Limited**

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1-888-346-7539 • [www.dimplex.com](http://www.dimplex.com)

In keeping with our policy of continuous product development, we reserve the right to make changes without notice.

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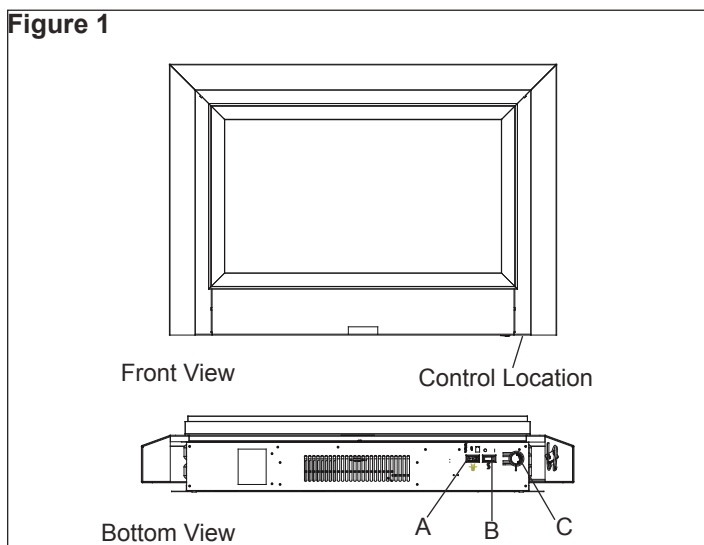
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Always use a qualified technician or service agency to repair this fireplace.

- ! **NOTE:** Procedures and techniques that are considered important enough to emphasize.
- ⚠ **CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.
- ⚠ **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, or death.


# OPERATION

Figure 1





The controls are located on the bottom surface of the Sahara fireplace on the right side (Figure 1).

## A. Main ON/OFF Switch

The switch has two ON positions marked with  and "Manual".

The "Manual" position is for manual operation. In this position the built-in remote control is by-passed.

The  position is for operating the unit with the provided remote control.

When in  position the unit is operated with the ON and OFF buttons of the remote control.

When the switch is in the center position the unit is off.

## B. Heater ON Switch

The Heater ON/OFF Switch supplies power to the heater fan and the heater element. When the switch is in the ON position the heater operates if the thermostat calls for heat.

## C. Heater Thermostat Control

To adjust the temperature to your individual requirements, turn the thermostat control clockwise all the way to turn on the heater. When the room reaches the desired temperature, turn the thermostat knob counter clockwise until you hear a click. Leave in this position to maintain the room temperature at this setting. For additional heat, turn clockwise until you hear the click again and the heater will turn on.

## Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic cut out will turn the fireplace off and it will not come back on without being reset. It can be reset by switching the Main On/Off Switch to Off and waiting five (5) minutes before switching the unit back on.

**CAUTION:** If you need to continuously reset the heater, disconnect power and call Dimplex customer service at 1-888-DIMPLEX (1-888-346-7539).


## Remote Control

The fireplace is supplied with a radio frequency remote control. This remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with one of hundreds of independent frequencies to prevent interference with other units.

**! NOTE:** Before attempting any operation with the remote, pull the plastic insulator strip out from between the remote casing and battery cover (Figure 2).

## Remote Control Initialization/Reprogramming

If the hand held transmitter or receiver board has been replaced, follow these steps to initialize the transmitter and receiver:

1. Ensure that power is supplied through the main service panel.
2. Turn Main On/Off Switch to  (Figure 1A).
3. **Within 10 seconds** press any button on the remote control transmitter. If the unit does not initialize, turn the main power switch off for 30 seconds and try starting at Step 1.

This will synchronize the remote control transmitter and receiver.

## Remote Control Usage

The remote control operates the fireplace levels sequentially (from off): flames only; to flames and low heat; to flames and high heat.

The level is increased every time the ON button is pressed on the remote control transmitter and the fireplace can be turned off at any point by pressing the OFF button.

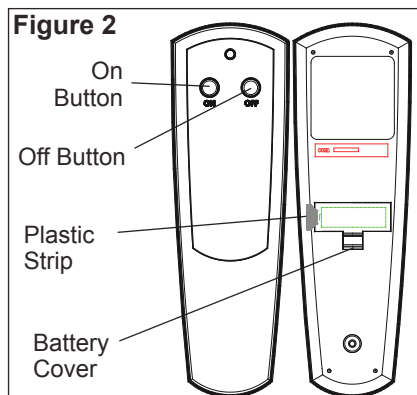
## Battery Replacement

To replace the battery:

1. Slide battery cover open on the hand held transmitter (Figure 2).
2. Install one (1) 12-Volt (A23) battery in the battery holder.
3. Close the battery cover



Battery must be recycled or disposed of properly. Check with your Local Authority or Retailer for recycling advice in your area.



## MAINTENANCE

**⚠ WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

### Light Bulb Replacement

Allow at least five (5) minutes for light bulbs to cool before touching bulbs to avoid accidental burning of skin.

Light bulbs need to be replaced when you notice a dark section of the flame or when the clarity and detail of the log exterior disappears. There are two (2) bulbs under the log set which generate the flames and embers.

**Helpful Hints:** It is a good idea to replace all light bulbs at one time if they are close to the end of their rated life. Group replacement will reduce the number of times you need to open the unit to replace light bulbs.

**Light Bulb Requirements:** Quantity of three (3) – 60 Watt chandelier or candelabra bulbs with E-12 (small) socket base, 120 Volt.

**DO NOT EXCEED 60-WATTS PER BULB.**

### Bulb Replacement Instructions:

1. Unplug the unit from the outlet.
2. Remove glass assembly as shown in Figure 3.
3. Reach in and turn the burnt-out bulb(s) (or all bulbs) counter-clockwise to remove.
4. Replace with new bulbs.
5. Fit glass assembly back in place.
6. Plug in the Sahara fireplace.

### Glass Cleaning

The front glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the front glass may collect dust particles, these can be removed by dusting lightly with a clean dry cloth.

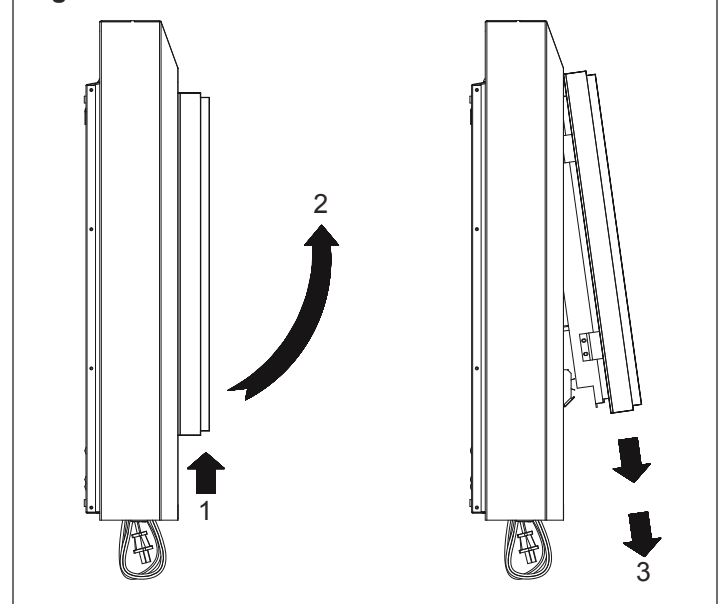
To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. The glass should be completely dried with a lint free cloth to prevent water spots. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass surface.

### Sahara Fireplace Surface Cleaning

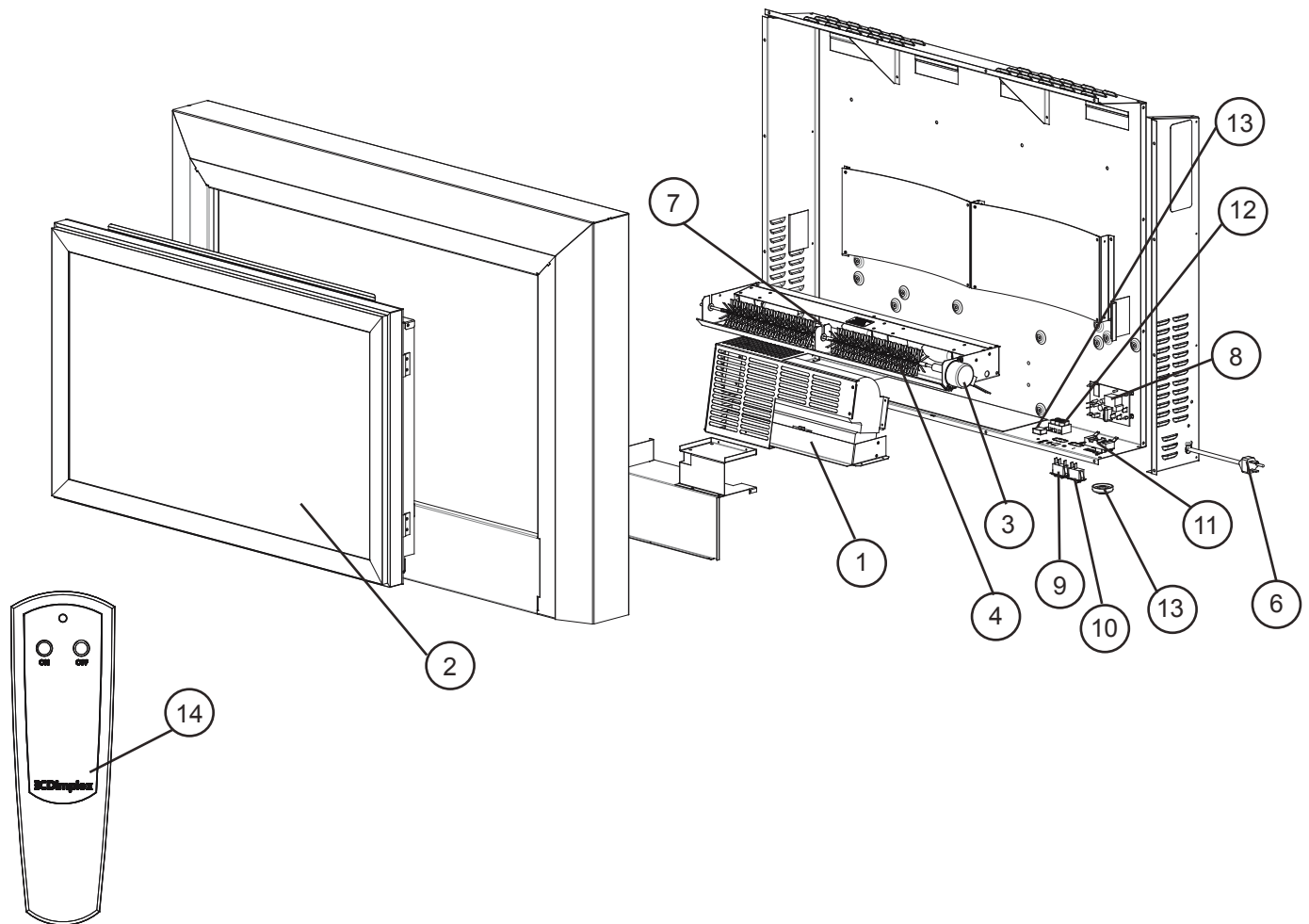
To remove fingerprints or other marks, the exterior finish can be cleaned with a damp cloth with a mild detergent. The surface should be completely dried with a lint free cloth to prevent water spots.

To prevent scratching, do not use abrasive cleaners or spray liquids on any surface.

Figure 3



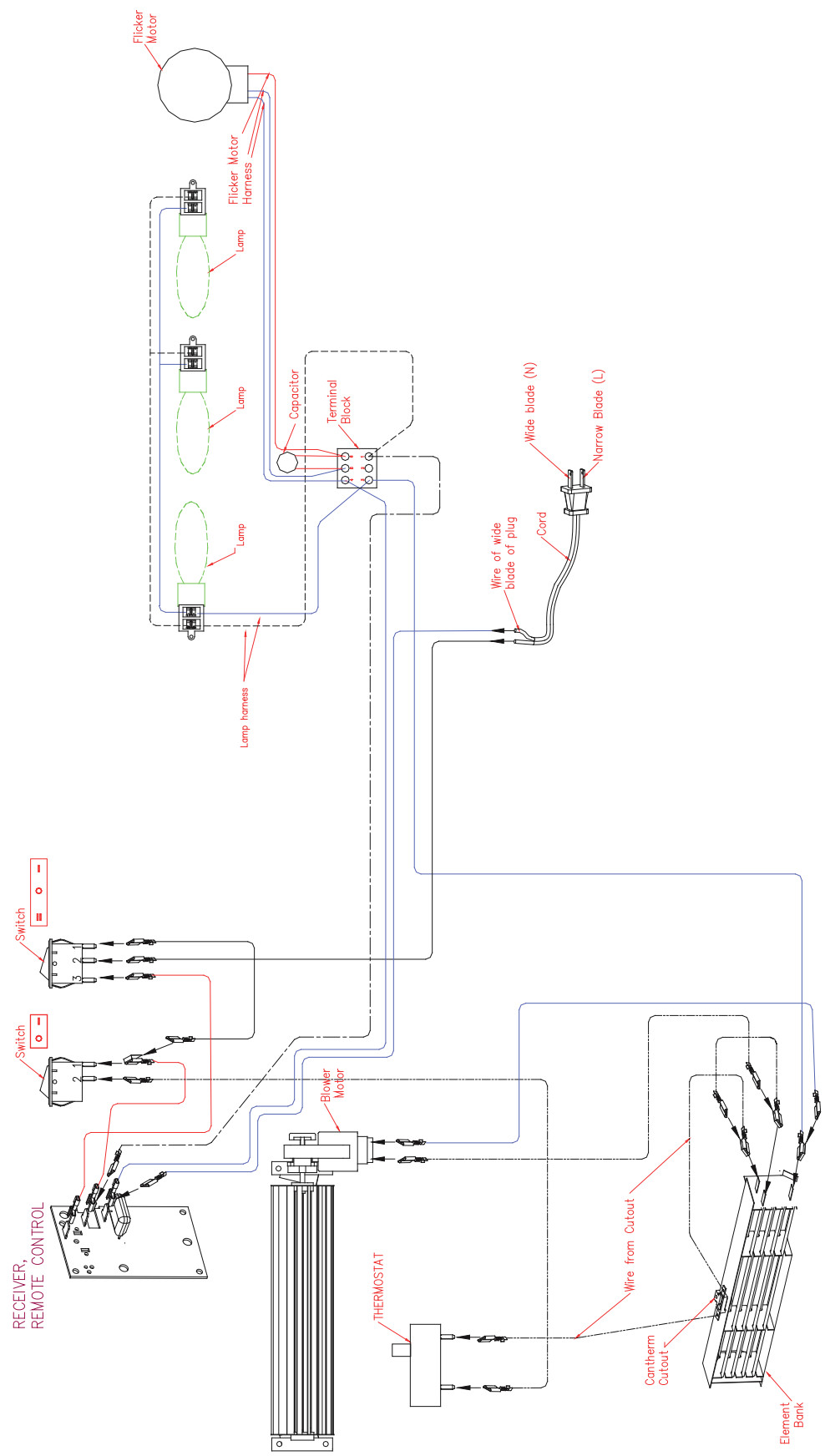
# EXPLODED PARTS DIAGRAM



## Replacement Parts List

1. Heater Assembly . . . . .	2200490600RP	9. 3-Position Switch . . . . .	2800071100RP
2. Glass Assembly . . . . .	6904190200RP	10. 2-Position Switch . . . . .	2800070200RP
3. Flicker Motor . . . . .	2000210300RP	11. Thermostat . . . . .	2300150100RP
4. Flicker Assembly . . . . .	5901070200RP	12. Terminal Block . . . . .	4000070100RP
5. Cutout . . . . .	2300270400RP	13. Capacitor . . . . .	2300030100RP
6. Cord Set . . . . .	4100190100RP	14. Remote Control . . . . .	3000370500RP
7. Lampholder Wire Assembly . . . . .	2500450100RP	15. Control Knob . . . . .	8800620100RP
8. Remote Receiver . . . . .	3000380200RP		

WIRING DIAGRAM



## PREPARATION FOR SERVICE

**⚠ CAUTION:** If unit was operating prior to servicing allow at least 10 minutes for lights, heating elements and top panel to cool off to avoid accidental burning of skin.

1. Remove the firebox out of the cabinet or wall frame that surrounds the unit.
2. Disconnect power before attempting any maintenance.
3. Remove the front glass assembly as shown in Figure 3
4. Remove the screws on the back panel, which mount the fireplace to the wall. (Figure 4)
5. Lift the fireplace off the wall-mounting bracket, which is secured to the wall behind the fireplace. (Figure 5)
6. Lay the fireplace down on it's front.

**! NOTE:** If your work surface is finished and prone to scratches (i.e. hardwood flooring), it is recommended that a protective barrier be used underneath (i.e. cloth, cardboard, thick plastic).

7. Remove the fireplace from the front trim by removing the 8 screws, which secure the firebox chassis to the front frame: 4 Top edge; 4 Bottom edge; 4 Left edge; 4 Right edge.
8. Remove the 2 perpendicular screws, which secure the switch housing cover to the back panel. (With the switches on your left side, closest to you; you will find the screws approximately 10" inches in towards the center, starting from the lower left).

## HEATER ASSEMBLY REPLACEMENT

**Tools Required:** Philips head screwdriver

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

**⚠ WARNING:** If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Unplug or disconnect power at the circuit breaker before attempting any maintenance to reduce the risk of electric shock or damage to persons

1. Remove the screws, which secure the heater assembly to the back panel. 4 Smaller screws secure the mounting bracket in the lower center of the back panel – 2 on left bracket and 2 on right bracket.
2. Remove the 4 screws, which secure the heater assembly housing cover to the back panel. The can be found on the back panel; to the right and the top of the right side mounting bracket.
1. Carefully turn the fireplace back over, onto it's back with the switches and bottom closest to you.
2. Locate the switch-housing cover on the lower, interior right side. Remove the 2 screws, which secure the upper housing cover, just below the flame motor, to the electrical/switch-housing cover beneath it.
3. Remove 3 screws which secure the switch housing from the bottom panel
4. Remove the (1) screw, which secures the switch housing from the lower part of the side panel, and (1) on the bottom, front right corner.
5. Remove the switch housing cover out of the chassis and set it aside.
6. Remove the 8 screws from the bottom panel surrounding the vent area, which secure the heater assembly housing cover and deflector. (2) to the right; (4) to the left; (2) closest to the front face.
7. Remove the 3 screws, which secure the heater assembly housing cover to the heater assembly. (2) – Right; (1) – Left on the slats covering the fan.
8. Remove the 4 screws on the deflector vent cover - (2) screws Left; (2) screws Right.
9. Remove the (2) heater assembly mounting brackets off the rear left and the right of the blower motor and fan. Each bracket has 2 screws securing it to the blower assembly.
10. Attach the mounting brackets to the new heater assembly in the same location as the original heater.
11. Remove the wire connections on the original blower motor and elements noting their original locations.

Figure 4

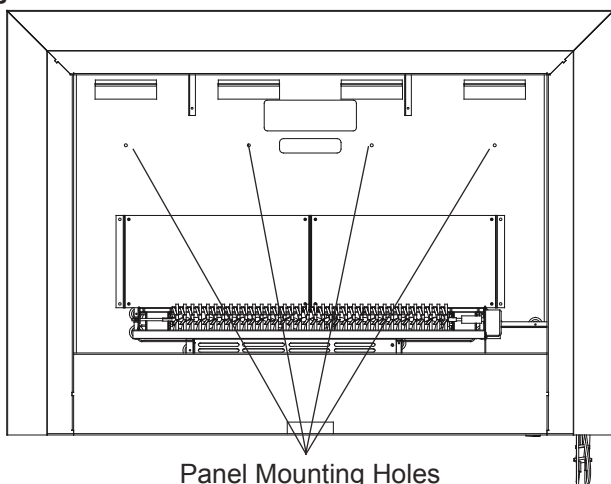
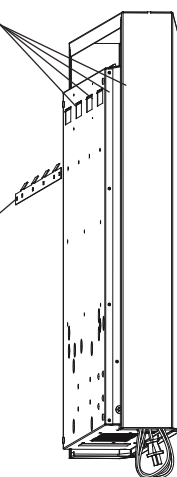


Figure 5

Wall Bracket Supports

Wall Bracket





**! NOTE:** Using a flat head screwdriver gently pry between the end of the connector and the heater to release the wires.

**! NOTE:** If high limit cut-out was not ordered with the heater assembly, remove the small screw which secures the cutout to the heater assembly housing just below the elements and attach it to the new heater. If a high limit cut-out has been sent with the heater, disconnect the 2 wires leading from the high limit cutout from their locations on the terminal box.

12. Connect these wires onto the new heater assembly and back on to the heater switch and circuit board in the same positions as the original connections.
13. Fit the air deflector over the elements with the screwing flanges on the left, right and out towards the front.
14. Raise the bottom end of the fireplace up several inches to re-attach the 2 heater assembly brackets.

**! NOTE:** If you are working on a raised surface, the unit can be slid toward you so that the bottom is exposed and the holes can be easily accessed

15. Fit the heater assembly with the deflector vent cover (but not the heater assembly housing cover), into the housing area in the lower area of the fireplace.
16. Feed a screw into one of either the left or the right the bracket holes from behind the back panel, then line up the hole on the rubber bracket gasket as well as the hole on the bracket itself over the screw and tighten the screw.
17. After attaching the first screw, do the same on the opposite bracket. Alternate sides after each of the 4 screws.
18. Secure the deflector cover to the bottom with 4 screws
19. Align the plastic mounting plate on the mounting flange on the motor side of the heater/fan assembly, and guide the fan-housing cover into place.
20. Secure the 3 screws to the heater assembly housing cover to fan assembly mounting flanges on the front of the heater assembly: 1 on the left; 2 on the right side.

**! NOTE:** The left side with the plastic mounting plate requires a washer to be used together with the screw.

**! NOTE:** Remember to slide the mesh metal screening between the deflector cover and the vent located on the bottom of the fireplace.

21. Secure the 4 screws to the bottom heater assembly housing cover from underneath.
22. Secure the switch-housing panel with the 3 screws from the bottom and 2 screws from the housing below the flicker motor.
23. Turn the unit over and lay it on to its front to secure the remaining 6 screws from behind the back panel; 4 for the fan-housing panel and 2 for the switch-housing panel.
24. Re-assemble the firebox in reverse order.

## FLICKER MOTOR REPLACEMENT

**Tools Required:** Phillips Head Screwdriver

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

**⚠ WARNING:** If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Unplug or disconnect power at the circuit breaker before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Carefully turn the fireplace back over, onto it's back with the switches and bottom closest to you.
2. Locate the switch-housing cover on the lower, interior right side. Remove the 2 screws, which secure the upper housing cover, just below the flame motor, to the electrical/switch-housing cover beneath it.
3. Remove 3 screws which secure the switch housing from the bottom panel
4. Remove (1) screw, which secures the switch housing from the lower part of the side panel, and (1) on the bottom, front right corner.
5. Remove the switch housing cover out of the chassis and set it aside.
6. Remove the flicker rod from the flicker assembly by pulling and twisting the rubber gasket piece on the rod away from the flame motor.
7. Disconnect the wiring connections of the flame motor and the capacitor from the terminal block noting their original locations.

**! NOTE:** Using a flat head screwdriver gently pry between the end of the connector and the motor to release the wires.

**! NOTE:** The capacitor will be re-used. Be sure to note which terminal and wires it's connected to for re-installation. (See Assembly Part Pictures)

8. Remove the 2 screws that secure the flicker motor to the flicker bracket and remove the motor, sliding the wires out through the protective sheath held by the wire ties and through the opening in the flicker wire housing cover just below the motor.
9. Mount the new flicker motor to the flicker bracket.
10. Feed the wires from the new motor back through opening in the flicker wire housing cover and protective sheath.
11. Connect the wires and the capacitor back into the terminal block in their original configuration.
12. Re-attach the flicker rod to the motor by pushing the rubber gasket on the rod over the flicker motor shaft.
13. Re-assemble the firebox in reverse order.



## LIGHT HARNESS REPLACEMENT

**Tools Required:** Philips Head Screwdriver  
Needle Nose Pliers  
Wire Cutters

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

**⚠ WARNING:** If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Unplug or disconnect power at the circuit breaker before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Carefully turn the fireplace back over, onto it's back with the switches and bottom closest to you.
2. Locate the switch-housing cover on the lower, interior right side. Remove the 2 screws, which secure the upper housing cover, just below the flame motor, to the electrical/switch-housing cover beneath it.
3. Remove 3 screws which secure the switch housing from the bottom panel
4. Remove the screw, which secures the switch housing from the lower part of the side panel, and the one on the bottom, front right corner.
5. Remove the switch housing cover out of the chassis and set it aside.
6. Remove the flicker rod from the flicker assembly by pulling and twisting the rubber gasket piece on the rod away from the flame motor.
7. With needle nose pliers, gently grasp the plastic bushing on the center flicker rod bracket; slightly squeeze and turn it ¼ turn to release it out of the bracket.
8. Slide the rod out of the plastic bushing in the left bracket. Take care to keep the rod as straight as possible so that it won't rub against the casing when in operation.
9. Remove the 4 screws on the flicker mounting bracket that secure the light housing.
10. Guide the light housing forward and upward to release it from below the reflective flame panels on the back. Carefully rest it inside on the rear flame panels.

**! NOTE:** It is recommended to protect the rear flame panels from scratches prior to resting the light housing on them using cloth or piece of cardboard.

11. Remove the 12 screws, which secure the light block (housing lid) to the rest of the light housing.
12. Remove the 3 screws, which secure the wire-harness channel cover to the light block, (housing lid).
13. Remove the bulbs by turning them counter clockwise.
14. Remove the screws rings on each socket to release the socket from the light housing.
15. With needle nose pliers, slightly bend the flanges that are holding the wire harness in the channel. Bend them just enough to feed the wires out of the channel.
16. Remove the 2 screws that are securing the wire har-

ness to the relative terminal on the terminal block, located in the switch housing area of the fireplace.

**! NOTE:** Be sure to note the original configuration of the wires on the terminal block.

17. Pull the original wire harness out through the protective sheath and the opening in the upper electrical housing cover just below the flicker motor.
18. Feed the new sockets into the mounting panel and secure with the socket rings.
19. Replace wires into their original location following their original configuration.
20. Re-assemble the firebox in reverse order.

## SWITCH REPLACEMENT (MAIN POWER OR HEAT ON/OFF)

**Tools Required:** Phillips Head Screwdriver  
Needle Nose Pliers

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

**⚠ WARNING:** If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Unplug or disconnect power at the circuit breaker before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Carefully turn the fireplace back over, onto it's back with the switches and bottom closest to you.
2. Locate the switch-housing cover on the lower, interior right side. Remove the 2 screws, which secure the upper housing cover, just below the flame motor, to the electrical/switch-housing cover beneath it.
3. Remove 3 screws which secure the switch housing from the bottom panel
4. Remove (1) screw, which secures the switch housing from the lower part of the side panel, and (1) on the bottom, front right corner.
5. Remove the switch housing cover out of the chassis and set it aside.
6. Taking note of the original location of each wire connected to the switch that needs replacing, (either the Main ON/OFF or the Heat ON/OFF switch) remove the wires.
- ! NOTE:** Using a flat head screwdriver gently pry between the end of the connector and the switch to release the wires.
7. Noting the orientation of the switches - the markings on the face, depress the tabs that secure the switch to the housing from behind the panel and push the switch out to the front. Using needle nosed pliers will give you a better grip and fit to depress both these tabs at the same time.
8. Push the new switch in place, ensuring that both tabs are engaged.
9. Re-assemble in reverse order as described above.

## THERMOSTAT REPLACEMENT

**Tools Required:** Phillips Head Screwdriver  
Needle Nose Pliers

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

**⚠ WARNING:** If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Unplug or disconnect power at the circuit breaker before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Carefully turn the fireplace back over, onto it's back with the switches and bottom closest to you.
2. Locate the switch-housing cover on the lower, interior right side. Remove the 2 screws, which secure the upper housing cover, just below the flame motor, to the electrical/switch-housing cover beneath it.
3. Remove 3 screws which secure the switch housing from the bottom panel
4. Remove (1) screw, which secures the switch housing from the lower part of the side panel, and (1) on the bottom, front right corner.
5. Remove the switch housing cover out of the chassis and set it aside.
6. Remove the dial off the control shaft by pulling forward away from the thermostat.

**! NOTE:** Note that the dial will only go back on the shaft one way when replacing.

7. Remove thermostat from the mounting bracket by removing the 2 Philips screws located on the bracket.
8. Taking note of the original location of each wire connected to the thermostat remove the wires and place onto the new thermostat.

**! NOTE:** Using a flat head screwdriver gently pry between the end of the connector and the thermostat to release the wires.

9. Re-assemble in reverse order as described above.

## REMOTE RECEIVER BOARD REPLACEMENT

**Tools Required:** Phillips Head Screwdriver  
Needle Nose Pliers

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

**⚠ WARNING:** If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Unplug or disconnect power at the circuit breaker before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Carefully turn the fireplace back over, onto it's back with the switches and bottom closest to you.
2. Locate the switch-housing cover on the lower, interior

right side. Remove the 2 screws, which secure the upper housing cover, just below the flame motor, to the electrical/switch-housing cover beneath it.

3. Remove 3 screws which secure the switch housing from the bottom panel
4. Remove (1) screw, which secures the switch housing from the lower part of the side panel, and (1) on the bottom, front right corner.
5. Remove the switch housing cover out of the chassis and set it aside.
6. Taking note of the original location of each wire connected to the board, remove each wire and connect them onto the same location on the new receiver board.

**! NOTE:** Using a flat head screwdriver gently pry between the end of the connector and the circuit board to release the wires.

7. Remove the old board off the plastic mounts, by squeezing the tab inward and sliding the board off.
8. Replace any plastic mounts that may have broken by pushing the old mounts out towards the back. Replace the new mounts from the back.
9. Line up the holes on the corners of the new remote receiver board and press the new board onto the mounts. Make sure the board is secure.
10. Re-assemble in reverse order as described above.

## POWER CORD REPLACEMENT

**Tools Required:** Phillips Head Screwdriver  
Needle Nose Pliers

**⚠ CAUTION:** Follow "Preparation for Service" instructions before proceeding.

**⚠ WARNING:** If the fireplace was operating prior to servicing allow at least 10 minutes for light bulbs and heating elements to cool off to avoid accidental burning of skin.

**⚠ WARNING:** Unplug or disconnect power at the circuit breaker before attempting any maintenance to reduce the risk of electric shock or damage to persons.

1. Carefully turn the fireplace back over, onto it's back with the switches and bottom closest to you.
2. Locate the switch-housing cover on the lower, interior right side. Remove the 2 screws, which secure the upper housing cover, just below the flame motor, to the electrical/switch-housing cover beneath it.
3. Remove 3 screws which secure the switch housing from the bottom panel
4. Remove (1) screw, which secures the switch housing from the lower part of the side panel, and (1) on the bottom, front right corner.
5. Remove the switch housing cover out of the chassis and set it aside.
6. Unscrew the 2 wire connectors that join the power cord at the bottom to the wire leads coming down from the top.

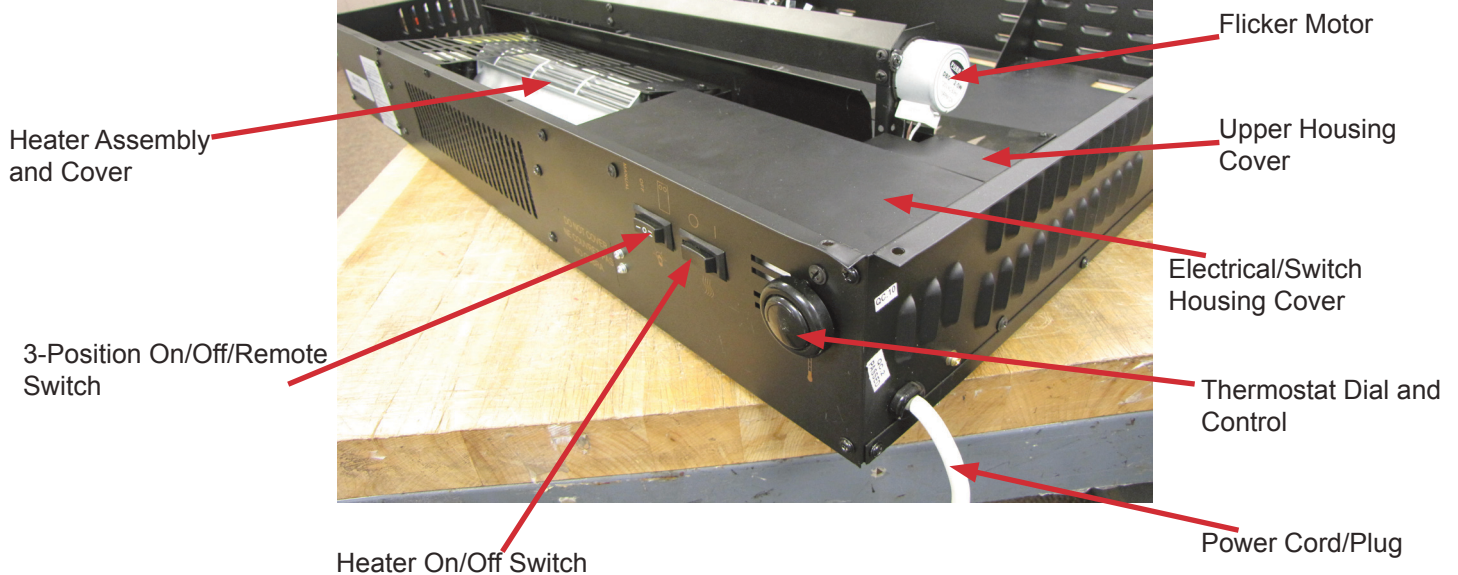
7. With a pair of needle nose pliers, open the strain relief bushing that holds the power cord in place on the junction box cover and remove the cord.
8. Feed the new power cord through the junction box and squeeze the new strain relief in place on the cord and junction box.
9. Re-connect wires. —(Wide blade on the plug is the neutral side of the power cord).
10. Re-assemble in the reverse order as above.

## ASSEMBLY PART PICTURES

**VIEW FROM UPPER LEFT SIDE  
(ELECTRICAL/SWITCH HOUSING COVER REMOVED)**

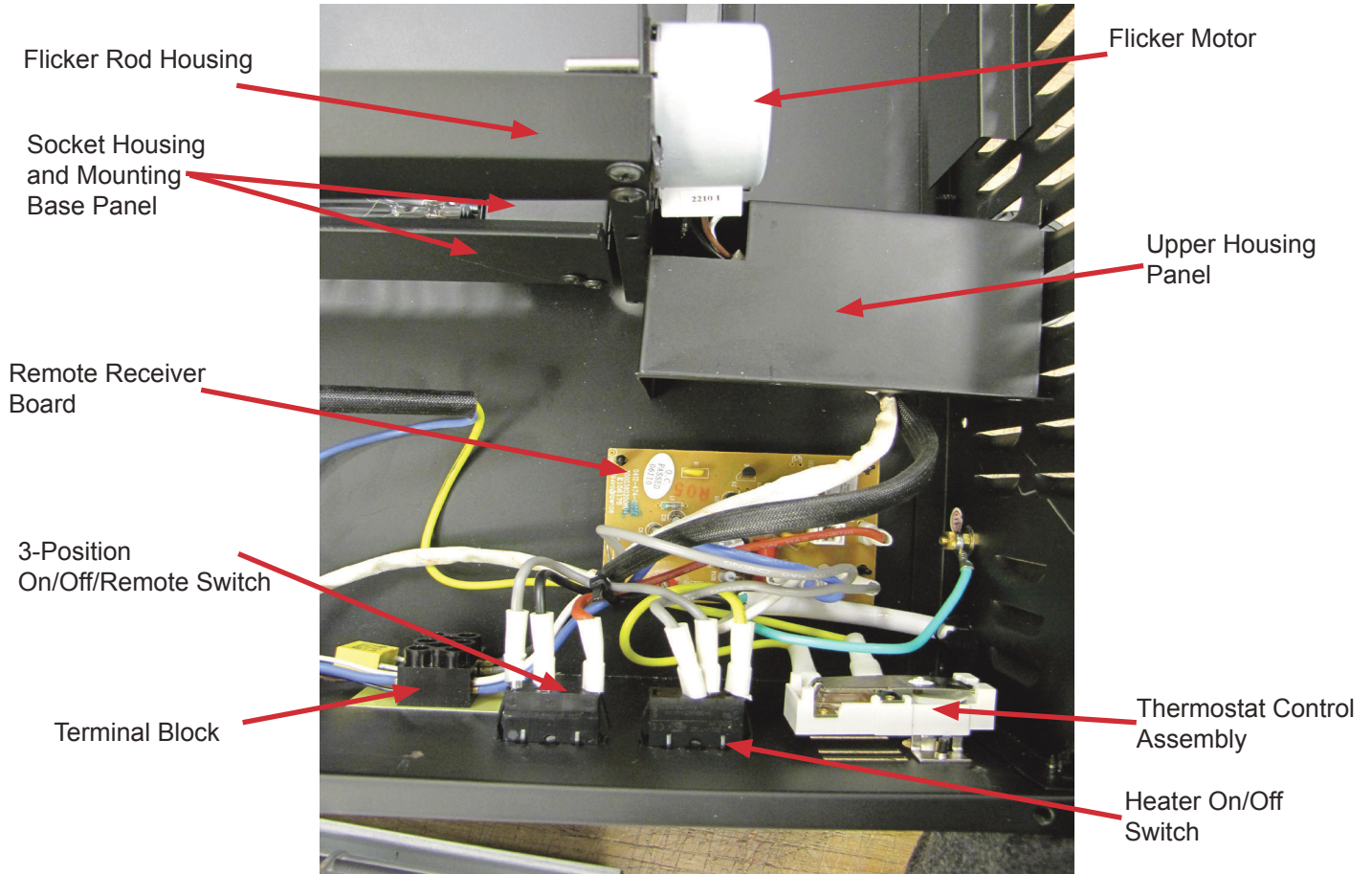


**VIEW FROM BOTTOM RIGHT SIDE  
(ELECTRICAL/SWITCH HOUSING COVER STILL ATTACHED)**

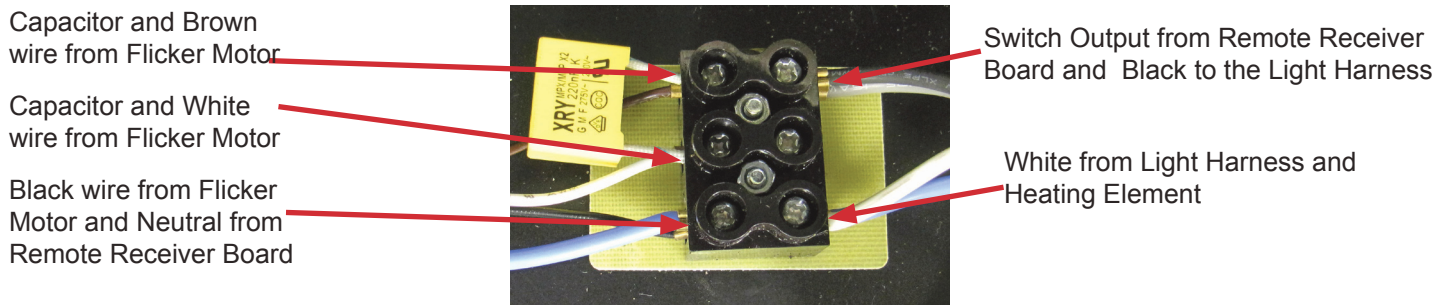




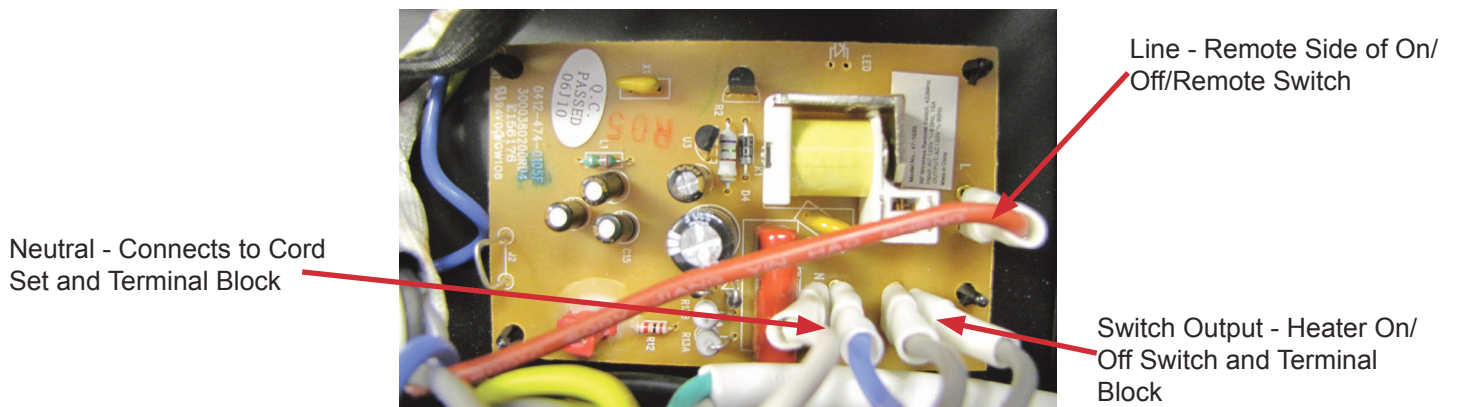
## ELECTRICAL/SWITCH HOUSING INTERIOR COMPONENTS



### TERMINAL BLOCK

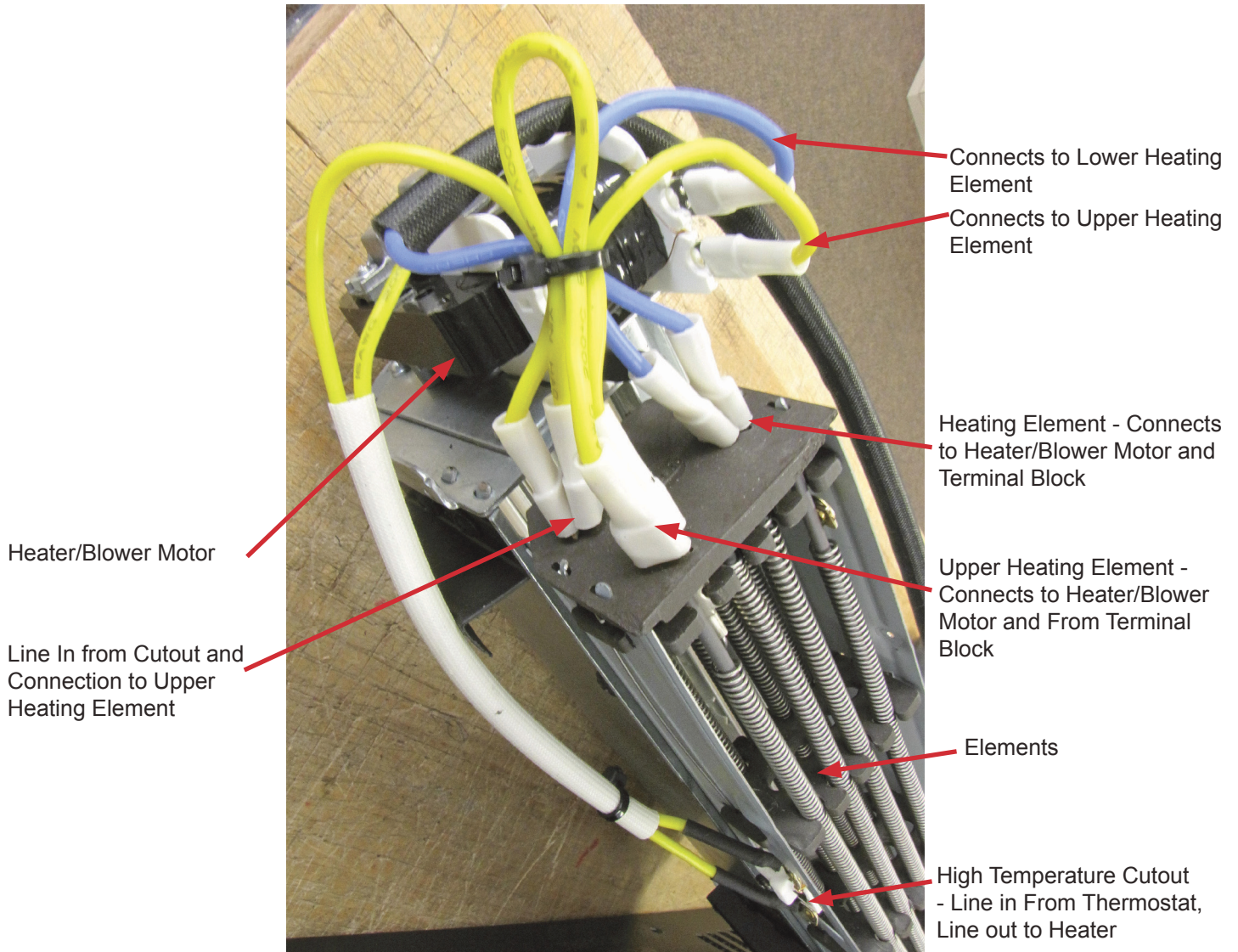


### REMOTE RECEIVER BOARD

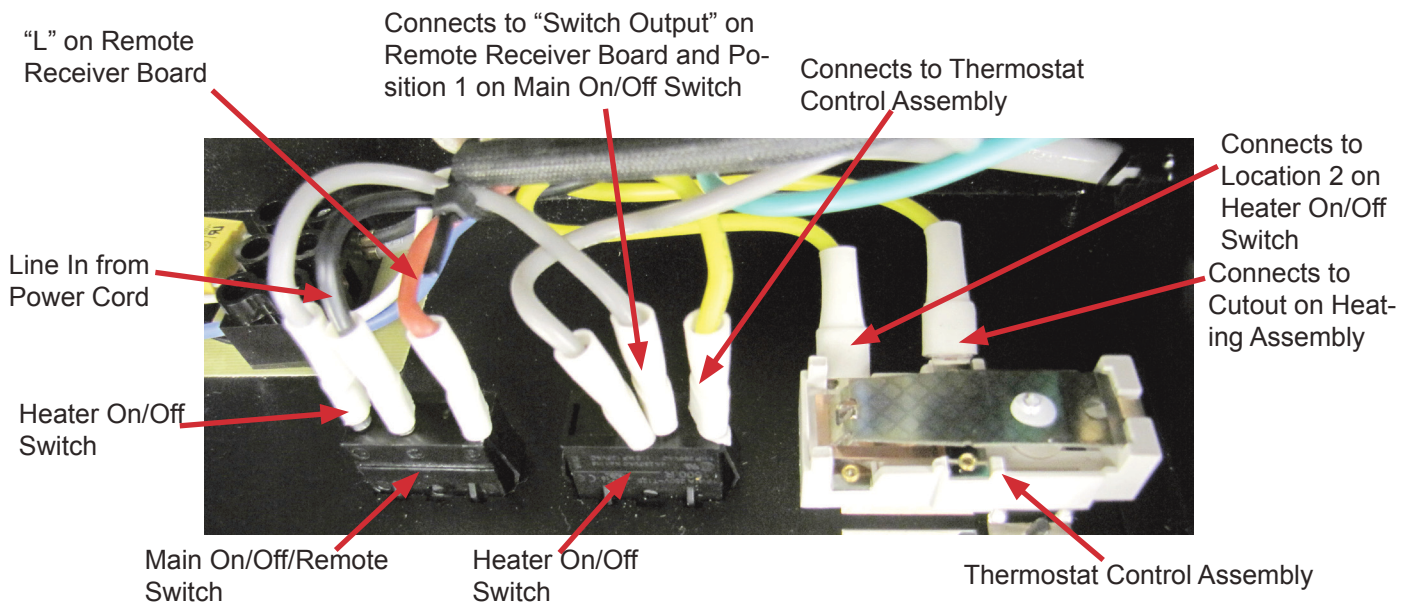




## HEATER ASSEMBLY VIEW FROM BOTTOM OF ASSEMBLY



## MANUAL CONTROLS



# TROUBLESHOOTING GUIDE

PROBLEM	CAUSE	SOLUTION
<b>General</b>		
Circuit breaker trips or fuse blows when unit is turned on	Short in unit wiring.	Trace wiring in unit.
	Improper circuit current rating	Additional appliances may exceed the current rating of the circuit breaker or fuse. Plug unit into another outlet or install unit on a dedicated 15 amp circuit.
Unit turns on or off by itself	Remote control has a similar frequency to other remotes in the area.	Replace Remote Control
	Radio frequency disturbance from outside sources.	Replace hand held remote control and receiver board where necessary.
	Defective circuit board	Replace circuit board
Lights dim in room while the unit is on	Unit is drawing close to circuit current rating	Move the unit to another outlet or install unit on a dedicated 15 amp circuit
Power cord gets warm	Normal Operation	The power cord may get slightly warm to the touch when the heater is on
	Defective power cord	Replace power cord if cord gets hot to the touch.
<b>Appearance</b>		
Fireplace does not turn on in Manual Mode	Improper operation	Refer to Operation Section
	No incoming voltage from the electrical wall socket	Check Fuse/Breaker Panel
	Defective Main On/Off/Remote switch	Replace Main On/Off/Remote switch
	Defective circuit board	Replace circuit board
	Loose wiring	Check wiring connections
Fireplace does not turn on in Remote Mode	Improper operation	Refer to Operation Section
	Remote control not initialized to fireplace	Initialize the remote control
	Defective remote control	Install new battery into the handheld transmitter. Re-configure remote where necessary
		Replace remote control circuit board where necessary
	Defective circuit board	Replace circuit board
Flame Frozen	Defective flame motor	Replace flame motor
	Loose wiring	Check wiring connections
Flame not bright or flame not visible	Burnt light bulbs	Replace light bulbs
	Loose wiring	Check wiring connections
	Defective light harness	Replace light harness
Log set dim, not glowing	Burnt light bulbs	Replace light bulbs
Flame Shutter	Defective flame motor	Replace flame motor
Light leaking around the log set	Log set not positioned properly	Check log set for proper fit
<b>Heater</b>		
Heater is not turning off	Improper operation	Refer to Operation Section
	Defective heater on/off switch	Replace heater on/off switch
	Loose wiring	Trace wiring in unit
	Defective remote control	Replace remote control
	Defective circuit board	Replace circuit board



PROBLEM	CAUSE	SOLUTION
<b>Heater Continued</b>		
Heater is not turning on	Improper operation	Refer to Operation Section
	Defective heater assembly	Replace heater assembly
	Defective heater on/off switch	Replace heater on/off switch
Heater is turning off after a couple of minutes of operation	Build up of dirt/dust in heater assembly	Clean out heater assembly
	Defective Motor	Replace Motor
Heater emits an odor	Normal Operation	Normal operation is when the heater emits an odor for a brief period after the heater is initially turned on. The heater is burning off any dust accumulated during manufacturing or operation.
	Defective heater assembly	Replace heater assembly
Heater fan turns on but heater lacks heat	Improper operation	Refer to Operation Section
	Defective thermostat	Replace thermostat
	Loose wiring	Trace wiring in unit
	Defective heater assembly	Replace heater assembly
Heating element is glowing red	Normal Operation	Small glowing sections of the element are considered normal.
	Defective heater assembly	If larger glowing sections are causing the heater to trip the thermal cutout, unplug unit, discontinue use and replace heater assembly.
Heater fan runs continuously	Loose wiring	Trace wiring in unit
	Defective heater on/off switch	Replace heater on/off switch
	Defective heater assembly	Replace heater assembly
	Defective thermostat	Replace thermostat
<b>Noise</b>		
Excessive noise with the heater on	Dirty blower assembly	Clean blower assembly
	Defective blower assembly	Replace heater assembly
Grinding or excessive noise with the heater off	Moving flame rod hitting or rubbing against internal components	Ensure rod is straight and mounted properly in the bracket, spinning freely away from other components. Replace if necessary.
	Defective flame motor	Replace flame motor